PORTAL GUIDE FOR END USERS

SYMPLR COMPLIANCE

1. ACCESS INCIDENT MANAGEMENT FORMS

Note: A video tutorial of this guide is available **here.**

The direct link to all forms: **https://totalhealthcare.cqs.symplr.com/portal**

Individual Form Links:

Employee Only Incident Reporting Form:

https://totalhealthcare.cqs.symplr.com/Portal/CreateForm/450044

Employee Only Grievance Form:

https://totalhealthcare.cqs.symplr.com/Portal/CreateForm/450049

Patient Complaint Form:

https://totalhealthcare.cqs.symplr.com/Portal/CreateForm/450047

Patient Grievance Form:

https://totalhealthcare.cqs.symplr.com/Portal/CreateForm/450048

# 2. OVERVIEW

1.1 INCIDENT MANAGEMENT PORTAL

The Incident Management Portal is where published forms can be accessed to submit individual instances of events/incidents.

To access the Incident Management Portal, type

https://totalhealthcare.cqs.symplr.com/Portal in the browser address bar.

1.2 CREATING AN INCIDENT

1. From the sidebar, expand the Forms menu. A list of available forms will populate.
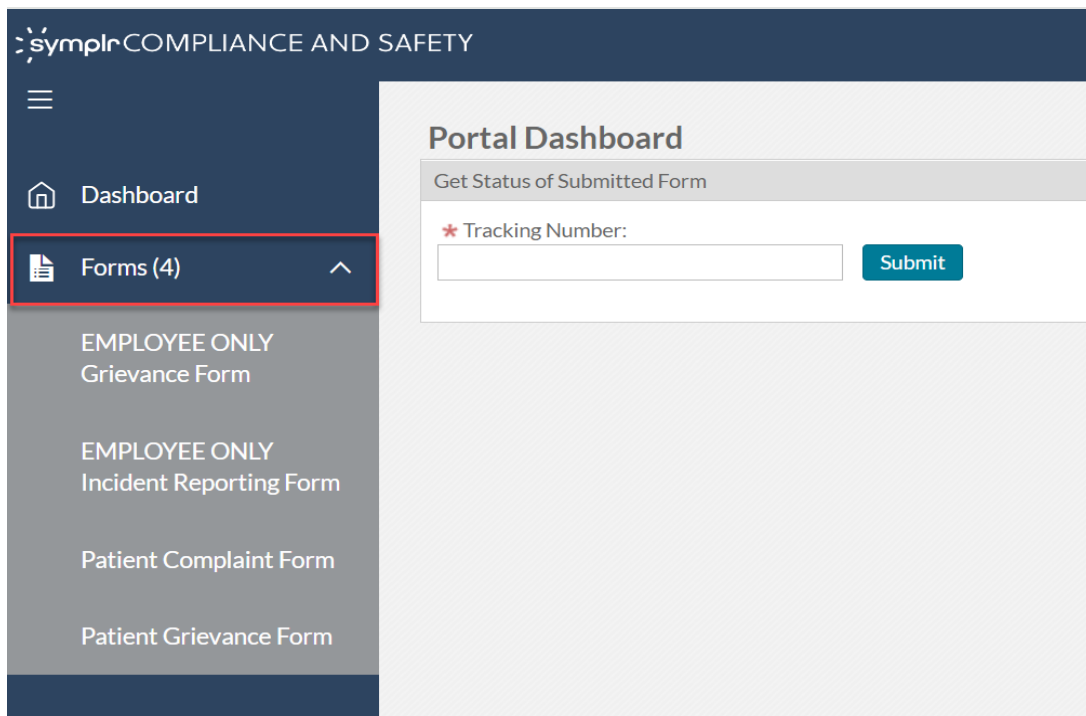
2. The form selected will populate on the screen. A form is made up of several fields to capture information about the incident. The fields marked with a red asterisk (*) are required. Enter the required fields and any other necessary fields.

3. If needed, documents can be attached to an incident form. Select the **Attachments** tab at the top of the screen. To add documents, select the **Add File** button. Documents can be dragged from a file interface or selected by browsing through a file interface. Once the document/s has been added, select **Upload Files.**
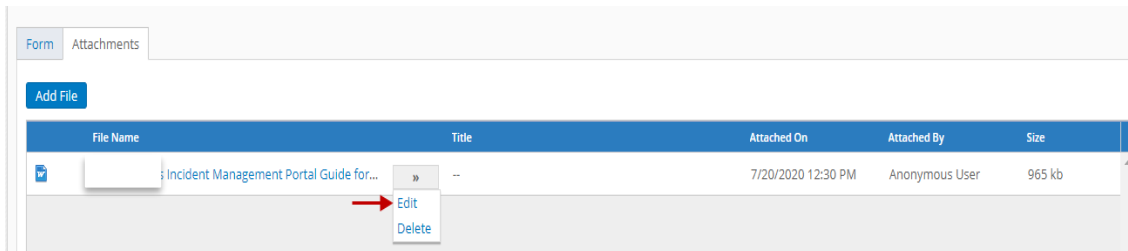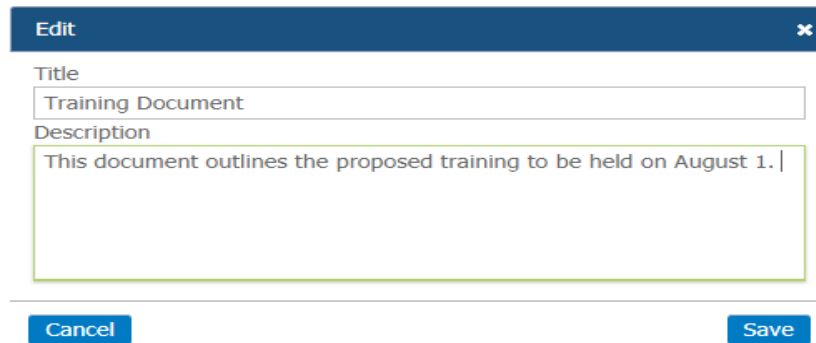
4. All documents attached to the incident form will be listed in the **Attachments** tab. Once uploaded, the file can be deleted or edited by selecting the corresponding link.
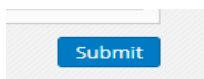

5. From the **Edit** screen, the title of the document can be modified and a description can be added.
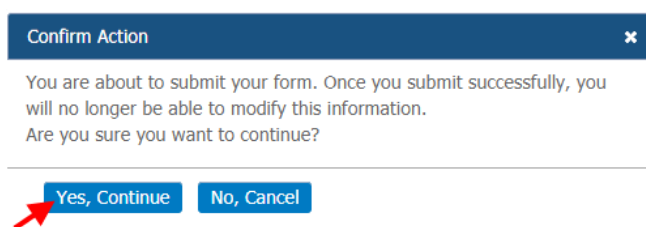

1.3 SUBMITTING AN INCIDENT

1. When completing a form anonymously, the only option will be to **Submit** the form at the bottom of the page.

2. After clicking **Submit**, you will then be asked to confirm by clicking **Yes, Continue**.

3. Upon submission a **tracking number** will be provided. **Save the tracking number** to check on the status of the anonymous form submitted.

Confirmation   ✖

Your form was submitted successfully.

Please use the tracking number, provided below, to check the status of your submission in the future using the "Get Status of Submitted items" section on the Homepage.

Tracking Number: 7gZlgIcZrD

Close →

4. To **check the status** of a submitted form, enter the tracking number on the Portal Dashboard and click **Submit**

Portal Dashboard

Get Status of Submitted Form

* Tracking Number:

y1pcpqmDfi   Submit

A status window will then appear with the informtion related to the tracking number entered.

Status   ✖

Tracking Number: y1pcpqmDfi

The status for the form |_____| **Event** submitted on **3/10/2021**, associated to the tracking number above is "**Complete – On 3/10/2021**".

Resolution: Pending

Add Comment

Date & Time	Comments	Added By
	No data to display	

Close